

The figure consists of two bar charts sharing a common x-axis with four categories: Abilene, Amarillo, Lubbock, and Wichita Falls. The top chart displays 'Wait Time in Minutes' on the y-axis, ranging from 0 to 60. A horizontal line at 30 minutes is labeled 'Target Wait'. For each location, there are two bars: a light blue bar representing the current wait time and a dark blue bar representing the customer volume. The bottom chart displays 'Customer Volume' on the y-axis, ranging from 0 to 1,500. It uses the same color coding for the bars as the top chart.

| Location | Current Wait Time (min) | Customer Volume |
|---------------|-------------------------|-----------------|
| Abilene | 55 | 950 |
| Amarillo | 62 | 1450 |
| Lubbock | 45 | 1350 |
| Wichita Falls | 35 | 750 |

| | Customer Volume | | | Avg. Wait Time in Minutes | | |
|---------------|-----------------|-----------|-------------|---------------------------|-----------|-------------|
| OfficeName | Replace & Renew | Originals | Other Types | Replace & Renew | Originals | Other Types |
| Abilene | 433 | 219 | 166 | 17 | 29 | 22 |
| Amarillo | 737 | 272 | 224 | 24 | 47 | 35 |
| Lubbock | 782 | 295 | 321 | 25 | 32 | 24 |
| Wichita Falls | 470 | 148 | 95 | 23 | 24 | 19 |

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